

End-to-End Systems Availability

This measure gauges the degree to which certain critical IRS information technology (IT) systems are available to end users, and is essentially the opposite of systems downtime. To serve taxpayers in a prompt and thorough fashion requires that critical IRS IT systems, used by taxpayers and by IRS employees, are available and operating properly with little downtime outside of scheduled maintenance periods. The IRS target is for systems availability to remain at least 99 percent through the year 2017, even as end-to-end monitoring capabilities that underpin this measure are expanded, over time, to cover more IT systems.

